

# **WIC Client Satisfaction Survey 2001 Results** **Statewide Data Summary**

	Statewide		Version of Survey			
<b>1. Why did you come to WIC? (circle all that apply)</b>	<b>State</b>	<b>Percent</b>	<b>English</b>	<b>Percent</b>	<b>Spanish</b>	<b>Percent</b>
a. extra food for my family	1938	50.9%	1654	63.2%	284	23.9%
b. learn about nutrition	1891	49.7%	1294	49.4%	597	50.2%
c. learn about a healthy pregnancy	1065	28.0%	778	29.7%	287	24.1%
d. have my child's growth checked	1525	40.0%	927	35.4%	598	50.3%
e. learn about breastfeeding	652	17.1%	467	17.8%	185	15.6%
f. formula for my baby	1433	37.6%	1176	44.9%	257	21.6%
g. learn about how to feed my children	1590	41.8%	938	35.8%	652	54.8%
h. other	204	5.4%	136	5.2%	68	5.7%
<b>2. Why do you think others don't apply for WIC? (circle all that apply)</b>	<b>State</b>	<b>Percent</b>	<b>English</b>	<b>Percent</b>	<b>Spanish</b>	<b>Percent</b>
a. it is hard to get to the clinic	186	4.9%	117	4.5%	69	5.8%
b. the clinic is not open at good hours	71	1.9%	49	1.9%	22	1.9%
c. the program is too much of a hassle	307	8.1%	290	11.1%	17	1.4%
d. it is hard to get an appointment	94	2.5%	76	2.9%	18	1.5%
e. they feel embarrassed	1986	52.2%	1629	62.2%	357	30.0%
f. they don't think they will qualify	2359	61.9%	1759	67.2%	600	50.5%
g. they don't know about the program	2165	56.9%	1601	61.1%	564	47.4%
h. other	136	3.6%	73	2.8%	63	5.3%

<b>3. What clinic times work best for you?</b>	<b>State</b>	<b>Percent</b>	<b>English</b>	<b>Percent</b>	<b>Spanish</b>	<b>Percent</b>
a. evenings	676	17.9%	541	20.8%	135	11.5%
b. mornings	1265	33.5%	896	34.4%	369	31.5%
c. Saturdays	229	6.1%	89	3.4%	140	11.9%
d. clinic hours are OK	1521	40.2%	1034	39.7%	487	41.5%
e. other	88	2.3%	46	1.8%	42	3.6%
Total Response	3779	100.0%	2606	100.1%	1173	100.0%
Missing	29					
Total	3808					
<b>4. What happened the last time you called during clinic hours?</b>	<b>State</b>	<b>Percent</b>	<b>English</b>	<b>Percent</b>	<b>Spanish</b>	<b>Percent</b>
a. the phone was answered quickly	2363	65.6%	1696	65.8%	667	64.9%
b. the phone was busy	202	5.6%	109	4.2%	93	9.0%
c. I got an answering machine/voice mail	450	12.5%	344	13.4%	106	10.3%
d. I was put on hold	410	11.4%	303	11.8%	107	10.4%
e. other	179	5.0%	124	4.8%	55	5.4%
Total Response	3604	100.0%	2576	100.0%	1028	100.0%
Missing	204					
Total	3808					
<b>5. What helped you keep your appointment?</b>	<b>State</b>	<b>Percent</b>	<b>English</b>	<b>Percent</b>	<b>Spanish</b>	<b>Percent</b>
a. clinic location was close	1303	35.4%	898	35.1%	405	36.1%
b. I was reminded of my appointment	1272	34.5%	874	34.1%	398	35.5%
c. I had transportation	824	22.4%	552	21.6%	272	24.2%
d. other	283	7.7%	236	9.2%	47	4.2%
Total Response	3682	100.0%	2560	100.0%	1122	100.0%
Missing	126					
Total	3808					
<b>6. Have your eating habits changed because you have been on WIC?</b>	<b>State</b>	<b>Percent</b>	<b>English</b>	<b>Percent</b>	<b>Spanish</b>	<b>Percent</b>
a. yes	2781	74.9%	1779	69.1%	1002	87.8%
b. no	934	25.1%	795	30.9%	139	12.2%
Total Response	3715	100.0%	2574	100.0%	1141	100.0%
Missing	93					
Total	3808					

7. Has what you feed your infant changed since you have been on WIC?	State	Percent	English	Percent	Spanish	Percent
a. yes	1808	63.2%	1113	59.9%	695	71.6%
b. no	1052	36.8%	777	40.1%	275	28.4%
Total Response	2860	100.0%	1890	100.0%	970	100.0%
c. does not apply	760		681		79	
Missing	948					
Total	3808					
8. Has what you feed your child changed since you have been on WIC?	State	Percent	English	Percent	Spanish	Percent
a. yes	2018	70.0%	1355	69.8%	663	70.4%
b. no	864	30.0%	585	30.2%	279	29.6%
Total Response	2882	100.0%	1940	100.0%	942	100.0%
c. does not apply	688		618		70	
Missing	238					
Total	3808					
9. If you were breastfeeding while on WIC, did anyone help you with breastfeeding?	State	Percent	English	Percent	Spanish	Percent
a. yes, I got help	930	48.6%	615	46.5%	315	53.3%
b. no, and I needed help (if no, skip to #11)	151	7.9%	68	5.1%	83	14.0%
c. no, I didn't need help (if no, skip to #11)	832	43.5%	639	48.3%	193	32.7%
Total Response	1913	100.0%	1322	100.0%	591	100.0%
Missing (N/A)	1895					
Total	3808					

10. If you were breastfeeding while on WIC, how did we help you with breastfeeding? (circle all that apply)	State	Percent	English	Percent	Spanish	Percent
The following response is based on the number of "yes" responses to question #9 (n=930).						
a. breastfeeding classes	475	51.1%	307	49.9%	168	53.3%
b. extra food for breastfeeding moms	506	54.4%	354	57.6%	152	48.3%
c. support from breastfeeding Peer Counselors	227	24.4%	159	25.9%	68	21.6%
d. support from WIC breastfeeding staff	333	35.8%	240	39.0%	93	29.5%
e. getting a hand pump	181	19.5%	142	23.1%	39	12.4%
f. getting an electric pump	131	14.1%	106	17.2%	25	7.9%
g. getting help using a pump	91	9.8%	56	9.1%	35	11.1%
h. other	40	4.3%	34	5.5%	6	1.9%
11. When you met with the nutritionist for individual counseling, did you learn something new?	State	Percent	English	Percent	Spanish	Percent
a. yes	2986	86.9%	2081	83.8%	905	94.9%
b. no	451	13.1%	402	16.2%	49	5.1%
Total Response	3437	100.0%	2483	100.0%	954	100.0%
Missing	371					
Total	3808					
12. When you attended a nutrition class, did you learn something new?	State	Percent	English	Percent	Spanish	Percent
a. yes	3266	91.9%	2257	89.6%	1009	97.6%
b. no	287	8.1%	262	10.4%	25	2.4%
Total Response	3553	100.0%	2519	100.0%	1034	100.0%
Missing	255					
Total	3808					
13. Have you ever used the handouts or materials?	State	Percent	English	Percent	Spanish	Percent
a. yes	3165	90.7%	2329	91.1%	836	89.7%
b. no	300	8.6%	207	8.1%	93	10.0%
c. if no, why not?	24	0.7%	21	0.8%	3	0.3%
Total Response	3489	100.0%	2557	100.0%	932	100.0%
Missing	319					
Total	3808					

14. What was the handout information on? (circle all that apply)	State	Percent	English	Percent	Spanish	Percent
The following response is based on the number of "yes" responses to question #13 (n=3165).						
a. infant feeding	1485	46.9%	1017	43.7%	468	56.0%
b. child feeding	1344	42.5%	987	42.4%	357	42.7%
c. pregnancy info	1065	33.6%	809	34.7%	256	30.6%
d. breastfeeding info	970	30.6%	712	30.6%	258	30.9%
e. after you delivered your baby info (eating, weight loss, etc.)	576	18.2%	419	18.0%	157	18.8%
f. general nutrition information	1839	58.1%	1556	66.8%	283	33.9%
15. Were you part of the special project that gave you a free bottle of vitamins (with folic acid) in the clinic?	State	Percent	English	Percent	Spanish	Percent
a. yes	570	17.7%	378	15.0%	192	27.7%
b. no (if no, skip to #19)	2522	78.4%	2065	81.9%	457	65.9%
c. don't know (if don't know, skip to #19)	123	3.8%	78	3.1%	45	6.5%
Total Response	3215	100.0%	2521	100.0%	694	100.0%
Missing	593					
Total	3808					
16. Did you take these multivitamins?	State	Percent	English	Percent	Spanish	Percent
The following response is based on the number of "yes" responses to question #15 (n=570).						
a. yes	476	86.2%	306	82.0%	170	95.0%
b. no (if no, skip to #19)	76	13.8%	67	18.0%	9	5.0%
Total Response	552	100.0%	373	100.0%	179	100.0%
Missing	18					
Total	570					
17. How much did you take? (circle one)	State	Percent	English	Percent	Spanish	Percent
The following response is based on the number of "yes" responses to question #16 (n=476).						
a. part of bottle	186	40.6%	141	47.6%	45	27.8%
b. finished bottle (skip to #19)	217	47.4%	130	43.9%	87	53.7%
c. finished bottle and got another bottle (skip to #19)	51	11.1%	22	7.4%	29	17.9%
d. did not take	4	0.9%	3	1.0%	1	0.6%
Total Response	458	100.0%	296	100.0%	162	100.0%
Missing	18					
Total	476					

<b>18. Why didn't you take them? (excluded)</b>						
<b>19. How often has a cashier told you that you picked the wrong WIC foods?</b>	<b>State</b>	<b>Percent</b>	<b>English</b>	<b>Percent</b>	<b>Spanish</b>	<b>Percent</b>
a. almost every time	117	3.3%	79	3.1%	38	3.7%
b. sometimes	1787	50.5%	1219	48.5%	568	55.6%
c. never	1632	46.2%	1217	48.4%	415	40.6%
Total Response	3536	100.0%	2515	100.0%	1021	100.0%
Missing	272					
Total	3808					
<b>20. Do you have problems picking the least expensive brand? (circle one)</b>	<b>State</b>	<b>Percent</b>	<b>English</b>	<b>Percent</b>	<b>Spanish</b>	<b>Percent</b>
a. almost every time	61	1.7%	33	1.3%	28	2.7%
b. sometimes	1322	36.8%	823	32.1%	499	48.4%
c. never	2162	60.2%	1672	65.2%	490	47.6%
d. the clinic never told me about least expensive brands	48	1.3%	35	1.4%	13	1.3%
Total Response	3593	100.0%	2563	100.0%	1030	100.0%
Missing	215					
Total	3808					
<b>21. Did the clinic tell you how to use your vouchers at the store?</b>	<b>State</b>	<b>Percent</b>	<b>English</b>	<b>Percent</b>	<b>Spanish</b>	<b>Percent</b>
a. yes	3409	94.5%	2428	94.7%	981	94.1%
b. no	197	5.5%	135	5.3%	62	5.9%
Total Response	3606	100.0%	2563	100.0%	1043	100.0%
Missing	202					
Total	3808					
<b>22. Do you have problems using your vouchers at the store?</b>	<b>State</b>	<b>Percent</b>	<b>English</b>	<b>Percent</b>	<b>Spanish</b>	<b>Percent</b>
a. yes	89	2.5%	57	2.2%	32	3.0%
b. no	3225	89.2%	2290	89.3%	935	88.7%
c. sometimes	303	8.4%	216	8.4%	87	8.3%
Total Response	3617	100.0%	2563	100.0%	1054	100.0%
Missing	191					
Total	3808					

<b>23. Have you ever used a proxy to cash vouchers at the store?</b>	<b>State</b>	<b>Percent</b>	<b>English</b>	<b>Percent</b>	<b>Spanish</b>	<b>Percent</b>
a. yes	438	13.1%	350	14.0%	88	10.3%
b. no (if no, skip to #25)	2916	86.9%	2152	86.0%	764	89.7%
Total Response	3354	100.0%	2502	100.0%	852	100.0%
Missing	454					
Total	3808					
<b>24. Did you have problems using a proxy?</b>	<b>State</b>	<b>Percent</b>	<b>English</b>	<b>Percent</b>	<b>Spanish</b>	<b>Percent</b>
The following response is based on the number of "yes" responses to question #23 (n=438).						
a. yes	35	8.3%	23	6.7%	12	15.2%
b. sometimes	39	9.2%	36	10.5%	3	3.8%
c. no	348	82.5%	284	82.8%	64	81.0%
Total Response	422	100.0%	343	100.0%	79	100.0%
Missing	16					
Total	438					
<b>25. When you use your WIC vouchers, how much do you usually spend on other groceries? (circle one)</b>	<b>State</b>	<b>Percent</b>	<b>English</b>	<b>Percent</b>	<b>Spanish</b>	<b>Percent</b>
a. \$0	222	6.6%	137	5.6%	85	9.1%
b. \$1-\$10	320	9.5%	225	9.2%	95	10.1%
c. \$11-\$20	796	23.5%	555	22.7%	241	25.7%
d. \$21-\$30	636	18.8%	451	18.4%	185	19.7%
e. \$31-\$40	381	11.3%	278	11.4%	103	11.0%
f. \$41-\$50	289	8.5%	225	9.2%	64	6.8%
g. \$50 or more	741	21.9%	577	23.6%	164	17.5%
Total Response	3385	100.0%	2448	100.0%	937	100.0%
Missing	423					
Total	3808					
<b>26. Choose your favorite WIC cheese. (circle one)</b>	<b>State</b>	<b>Percent</b>	<b>English</b>	<b>Percent</b>	<b>Spanish</b>	<b>Percent</b>
a. mild/medium cheddar	1735	48.6%	1626	64.6%	109	10.4%
b. longhorn	46	1.3%	37	1.5%	9	0.9%
c. mozzarella	932	26.1%	250	9.9%	682	65.0%
d. colby	118	3.3%	111	4.4%	7	0.7%
e. monterey jack	361	10.1%	131	5.2%	230	21.9%
f. colby jack	375	10.5%	362	14.4%	13	1.2%
Total Response	3567	100.0%	2517	100.0%	1050	100.0%
Missing	241					
Total	3808					

<b>27. Choose your favorite WIC frozen juice.</b>	<b>State</b>	<b>Percent</b>	<b>English</b>	<b>Percent</b>	<b>Spanish</b>	<b>Percent</b>
a. apple	1358	37.8%	921	36.6%	437	40.7%
b. cranberry	131	3.6%	107	4.2%	24	2.2%
c. grape (purple)	478	13.3%	324	12.9%	154	14.3%
d. grape (white)	303	8.4%	268	10.6%	35	3.3%
e. grapefruit	37	1.0%	21	0.8%	16	1.5%
f. orange	950	26.4%	735	29.2%	215	20.0%
g. pineapple	336	9.4%	143	5.7%	193	18.0%
Total Response	3593	100.0%	2519	100.0%	1074	100.0%
Missing	215					
Total	3808					
<b>28. Do you think that brand name cereals (i.e., Kellogg's, General Mills) are more nutritious than store brands (i.e., Western Family, Albertson's, Smith's )?</b>	<b>State</b>	<b>Percent</b>	<b>English</b>	<b>Percent</b>	<b>Spanish</b>	<b>Percent</b>
a. yes	1415	41.2%	792	32.1%	623	64.4%
b. no	2021	58.8%	1677	67.9%	344	35.6%
Total Response	3436	100.0%	2469	100.0%	967	100.0%
Missing	372					
Total	3808					
<b>29. Overall, WIC services are:</b>	<b>State</b>	<b>Percent</b>	<b>English</b>	<b>Percent</b>	<b>Spanish</b>	<b>Percent</b>
a. excellent	1802	50.2%	1188	47.1%	614	57.4%
b. very good	1320	36.8%	996	39.5%	324	30.3%
c. good	421	11.7%	302	12.0%	119	11.1%
d. fair	44	1.2%	32	1.3%	12	1.1%
e. poor	3	0.1%	3	0.1%	0	0.0%
Total Response	3590	100.0%	2521	100.0%	1069	100.0%
Missing	218					
Total	3808					
<b>30. Top five favorite WIC cereals:</b>	<b>State</b>	<b>Percent</b>				
General Mills Kix	1091	28.7%				
General Mills Cheerios (plain variety)	1077	28.3%				
Post Honey Bunches of Oats-Honey Roasted or Almond	995	26.1%				
General Mills Wheat/Rice/Corn Chex	875	23.0%				
Kellogg's Corn Flakes	670	17.6%				